

THE APS SUPERVISOR AS TRAINER: TRAINER'S MANUAL

Worker Interview Skills Evaluation (WISE)

Instructions for Use of the In-Home WISE

Introduction

The Worker Interview Skills Evaluation (WISE) is an assessment tool used to assess the interviewing skills of Adult Protective Services In-home Workers. The direct observation of their interviews, in conjunction with case reading and case consultation, gives supervisors, trainers and other management staff information about workers' interviewing and social work skills. In addition to gathering information for evaluation purposes, it also can be used to identify individual worker's training needs.

General Description

The WISE was designed on the premise that the person being interviewed possesses sufficient communication abilities to enable the observer to rate the worker's interview skills. The tool was not designed for and should not be used with persons who are nonverbal or have very limited communication abilities.

The WISE uses 9 questions to assess worker performance. Each question addresses an aspect of interviewing. Questions that address complex interviewing tasks such as body language or appropriate tablet PC use include a list of characteristics that are indicative of successful task completion. For ease of use, there is space for the observer to check a "yes," "no" or "NA" for each characteristic. These characteristics, however, are not applicable to all situations and are intended to be used by the observer only as a guide and as an aid in determining the overall score for the item. The column for the overall score includes a 1-5 rating scale (to be described later) and an NA box. The NA box is checked when the question is not applicable to a particular interview.

Question #6, for example, might not be app score is calculated by adding the scores for each item then dividing by the number of questions used.

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WISE-I Rating Scale

Each question that is applicable is rated from one to five, with one as the lowest score and five as the highest score. The number of characteristics given a "yes" and "no" inform the choice of an overall numerical score for the item, but do not dictate it in a formulaic way. Descriptions of individual scores are as follows:

Score of 1

A score of "1" is given when the worker fails to complete the task entirely or overall performance of the task is inadequate or inappropriate. It represents general failure in casework. It is not used for cases in which the worker has completed some aspect of the task. It indicates a need for correction and/or training.

Score of 2

A score of "2" is given when the worker completes the task but performance is variable in quality. A score of "2" indicates some adequate performance but significant areas in which the performance is inappropriate or inadequate. It indicates a need for correction and/or training.

Score of 3

A score of "3" is given when tasks are generally performed adequately but there is potential for some refinement in task performance. It represents acceptable performance in interviewing. A score of "3" indicates a potential for further refinement of interviewing skills through the correction of minor problems. A score of "3" will be appropriate for many workers and should not be viewed as problematic.

Score of 4

A score of "4" indicates that performance is adequate in all respects; it represents good work. Workers who receive a score of "4" can benefit from training for developing advanced skills in some areas. It is the score that is appropriate for skilled workers who require minimal direction in the task being measured.

Score of 5

A score of "5" indicates that performance overall is exceptional. Such workers' training needs as related to the task will focus more on continuing education rather than basic skills development or improvement. They require little supervision and can function in the role of expert as related to the task. This is an uncommon score and should not be used as a routine score for good work.

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WORKER INTERVIEWING SKILLS EVALUATION (WISE)

IN-HOME

Worker _____ Interview Date _____ Observer _____

Case Name _____ Case # _____ Person Interviewed _____

Type of Interview: (Circle One) Client AP Other

1. Does the worker's interviewing style encourage the person being interviewed to talk?	YES	NO	NA	Overall score						
				1	2	3	4	5	NA	
a appropriate introduction										
b open-ended questions										
c understandable terminology										
d questions posed so client can comfortably respond										
e appropriate tone of voice										
f appropriate responses										
g clarifying questions or terms when necessary										
h mirroring/matching language										
i sensitivity to cultural differences										
j accommodating disability, uses alternative means of communication as needed as needed										
k accommodates LEP, uses interpretive services as needed										
l appropriately confrontational with alleged perpetrator										

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This tool is extracted from the *Supervisor as Trainer* Trainer's Manual, a product of San Diego State University's Project MASTER (Multi-disciplinary Adult Services Training and Evaluation for Results) available at <http://theacademy.sdsu.edu/programs/adult-services/master/supervisor-training/>. The tool was developed by the Texas APS Program and is reprinted in the training material with permission.

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2. Does the worker's body language indicate that he/she is listening and encouraging the person being interviewed to speak?	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
a good eye contact									
b appropriate physical distance,									
c appropriate posture									
d mirroring/matching postures and feelings									

3. Does the worker recognize significant verbal and non-verbal communication and respond appropriately?	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
a actively listening									
b picking up on nuances									
c probing									
d clarifying ambiguities									

4. Does the worker keep the interview focused on general assessment and case-related problems and solutions in a way that maintains rapport with the person being interviewed?	YES	NO	NA	Overall score					
					2	3			
					4	5			
							NA		

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5. Does the worker address the allegations and the items in the CARE domains sufficiently to:	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
a identifying problems									
b assessing risk									
c identifying possible need for professional evaluation of capacity?									
d getting an overall picture of the client's situation?									

6. Do the worker's actions promote client autonomy?	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
a using least restrictive alternative									
b maximizing client resources and abilities									
c adequately recognizing client disability									
d involving the client to the greatest degree possible in problem identification, needs assessment and the formulation of the service plan									

7. Are available agency/community resources explored with the client or others as appropriate?	Overall score					
	1	2	3	4	5	NA

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8. Does the worker conclude the interview appropriately?	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
a summarizing, as appropriate									
b planning follow									
c terminating the relationship with client									

9. Does the worker use the tablet PC to capture key elements during the interview or soon thereafter?	YES	NO	NA	Overall score					
				1	2	3	4	5	NA
Before the interview									
a. checking out case in MPS									
b. making appropriate decision about taking the tablet PC into the home, given the client and the circumstances									
c. turning off screensaver									
d. setting tablet so it will not go to Standby during the visit									
e. opening intake report									
f. opening CARE									
g. opening CARE narrative or other template									
During the interview									
h. using all appropriate functions									
i. appearing comfortable									
j. answering client's questions about the tablet PC and giving reassurance as necessary									
After the interview									
k. writing notes immediately after the interview, if the worker did not take the tablet into the home									
l. entering all key elements of the interview and the visit in the contact narrative [Observer must review documentation when complete.]									

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Observer's Signature _____ Date _____

Worker's Signature _____ Date _____